



INTRODUCTION

Dedicated Mainframe Services (DMS) is a DET managed service that is integral to DET's current application hosting. This service is based on one implementation; which is localized to the DET data centers.

DMS provides individual agencies with the option to deploy their applications on the dedicated mainframe hardware in a shared environment across multiple agencies. This mainframe host is tailored to the accept high volume processing specific needs, allowing for customized scheduling for off peak hours management, detailed monitoring, and redundancy for full recovery in the event of a disaster either large or small.

WHAT IS INCLUDED

- Management of all physical aspects of the environment including the mainframe hardware, network connectivity
- Delegated, real-time performance view of the mainframe environment
- Management of operating system, database and support products of the environment including but not limited to DB2 and IMS databases, SAS Statistical Programming Language, traditional COBOL programming.
- Fully redundant high availability data management
- Fully redundant high availability hardware management
- 7x24x365 Help Desk Support
- 7x24x365 Technical Support On-Call
- Monitoring
- Disaster Recovery
- High volume computing capacity
- Highly available triple redundant data storage
- Automated Backup and Restore



WHAT IS NOT INCLUDED

- Agency ability to manage the mainframe hardware or operating system
- Agency ability to manage hardware resource allocations. Any changes are handled by DET staff
- Acquisition, licensing, installation, configuration, administration and maintenance of the operating system and related software

BENEFITS

- DET provides the acquisition and renewals of the licensing for the operating system, related software and utilities.
- DET provides the installation, configuration, administration and maintenance of the operating system, related software, management tools and utilities.
- High Availability (HA) support for data and processing capability
- Hardware upgrade/warranty refresh without service interruption
- Lowest cooling and electrical costs in support of Green Computing initiatives
- Secure computing environment

SERVICE DESCRIPTION

The Dedicated Mainframe Services (DMS) provides individual agencies the option to deploy their applications on highly available mainframe host hardware. Billing is based on the processing cycles used.

High volume and High Availability application are the best candidates for this environment. With automated backup and recovery as well complete failover for multiple of scenarios, the DVMS service offering serves the agency customers and ultimately the citizens of the State of Wisconsin with a good choice for their data processing needs.

SERVICE OFFERING REVIEW

The SOD, RnR and Rate will be reviewed annually to determine if any modifications are required.



ROLES AND RESPONSIBILITIES

Roles and Responsibilities for the Dedicated Mainframe Service can be found in the Service Catalog.

PERFORMANCE METRICS (MONITORING/ALERTING/REPORTING)

Operating system and hardware monitoring is done by 24/7 Mainframe Operations Staff viewing the general console logs. Additional monitoring is by Performance Configuration Staff using the Mainview product which tracks process utilization that generates proactive responses to potential problems. Customers also have access to the Mainview product to monitoring their own processes.

HOW SERVICES ARE CHARGED

Please see the [IT Services Rate Sheet](#) for complete rate information. Rates are based upon consumption of mainframe computing resources and vary depending upon whether the processing is for online usage or batch and time of day the processing occurred. Online usage receives priority service and therefore is more expensive than batch processing.

NOTES:

For more information please contact the Wisconsin Enterprise Service Desk (ESD) at 608-264-9383.



Document Revision History

Date	Version	Creator	Notes
8/9/2016	1.0	Robert Taylor	Initial version